Tobias King

Aspiring Software Developer, currently working as an Application Support Engineer

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I believe in continuously developing my skills and bettering myself to support both my own growth and the businesses I work with. I am driven and motivated to make the most of the resources and information afforded to me in any role.

LANGUAGES	SKILLS		DATABASES	TOOLS
• **JavaScript** • **HTML5/CSS3** • **Microsoft Visual FoxPro** • **Java** • **SQL**	• **Typescript** • **Angular** • **Troubleshooting** • **Ticketing** • **Fullstack Programming** • **Analytical Thinking** • **Effective Communication**	• **OOP** • **Network Config.** • **Teamwork** • **Springboot/ MVC** • **Agile**	• **MSSQL** • **IPControl** • **MySQL** • **FoxPro**	• **Remedy Ticketing** • **Azure** • **Office365** • **JIRA/Atlassian**

RELEVANT WORK EXPERIENCE

Support Engineer, Applied Software Inc., Virtual, May 2022 – Present
- **Handled incoming support calls, gathered information using probing questions, resolved application tickets.**
- **Manage support tickets using our JIRA-based support ticket management system.**
- **Frequent use of SQL and Visual FoxPro commands to extract and manipulate data from customer databases.**
- **Light scripting and programming tasks as assigned.**

Premier Troubleshooting Team, Comcast Business, Virtual, Nov 2020 – Present
- **Excel Award Winner for consistently high performance in role.**
- **Promoted from Tier 1 Troubleshooting to Onboarding Specialty team to Premier Team within 12 months.**
- **End user network support, provisioning, IP container management for 72 customer portfolios within Comcast Business - ranging from 5-100+ sites within each portfolio.**
- **White-glove dedicated service for endpoints such as Cisco Meraki, Ciena, and Juniper.**
- **Maintains homegrown database and CRM for proprietary customer information and to log/resolve errors.**

Food Operations Manager, IKEA South Philadelphia, Philadelphia, June 2019– April 2020
- **Fiscal and functional operations manager for $1,000,000 gross profit section of business.**
- **Maintained goal setting and met goals with over 2% margin.**
- **Maintained backend Win7 inventory server.**

Google Sales Manager, Premium Retail, Colorado Spgs/Philadelphia, Jan 2018 – June 2019
- **Trained a territory of retail locations in supporting sales and providing end user support for Chromebook and Android Devices**
- **Educated on advanced functions of ChromeOS, Error reporting in Monorail, Product Management.**

AUXILIARY EXPERIENCE

Inquire if further information is needed:
- **Manager at Godiva Chocolatier, King of Prussia, PA.**
- **Catering Manager at KPMG Auckland, New Zealand.**
- **Operations Manager at Mojo Coffee, Auckland, New Zealand.**

EDUCATION

LaunchCode, LC101 Programming Course — 2022
Coursera, Google IT Support Specialist Certification — 2020
University of Auckland, New Zealand, B.A. Criminology — 2013